

Premium Support SLA

SmileTel · ABN 51 123 952 232

Overview

Premium Support is designed for businesses that need their connectivity watched rather than simply supported. It adds 24/7 connectivity monitoring, so we can often identify and act on a fault before you notice it, together with the fastest response and restoration targets we offer, priority triage and a dedicated support line.

Service availability

Service desk hours: 8:00 am – 5:00 pm AEST, seven days a week, excluding public holidays.

After-hours fault support: 24 hours a day, seven days a week, for critical (P1) and high (P2) severity faults.

Connectivity monitoring: 24 hours a day, seven days a week. We monitor the service continuously for loss of connectivity and degradation, and raise a fault proactively when one is detected.

Response and resolution targets

Severity level	Description	Initial response time	Target resolution time
Critical (P1)	Complete service outage, or severe degradation affecting business operations.	15 minutes	2 hours
High (P2)	Significant service impact, with degraded performance or intermittent faults.	30 minutes	4 hours
Medium (P3)	Minor service impact, non-critical functionality affected.	2 hours	8 hours
Low (P4)	General support requests, non-urgent issues or minor concerns.	4 hours	Next business day

Critical and high severity faults are accepted and actioned 24 hours a day, whether raised by you or by our monitoring. Medium and low severity requests are actioned during service desk hours.

Support channels

Dedicated support line: A direct phone number and email address for priority assistance.

After-hours fault support: Available 24/7 for critical and high severity faults.

What is included

- 24/7 connectivity monitoring with proactive fault detection.
- Priority triage — Premium issues are escalated ahead of Standard Support customers.
- Proactive issue resolution — our team works to prevent disruption rather than waiting for it.
- Unlimited remote support, at no additional charge.
- On-site support, available as a billable service.

Conditions

Supported network and equipment: The response and resolution targets above apply where the service is supplied over a supported upstream network and the customer premises equipment is supplied and supported by SmileTel.

Outside the supported set: Where a service falls outside those conditions — for example where you supply and maintain your own equipment, or the service is delivered over a network we do not directly support — the monitoring, priority triage, dedicated support line and unlimited remote support all still apply. The response and resolution times stated above are targets in those cases rather than commitments. We are happy to confirm in writing what applies to a particular site.

Upstream providers

The services provided under this Service Level Agreement are subject to the availability and performance of upstream providers, including Aussie Broadband, Vocus, AAPT, Telstra, Optus and nbn co. While we endeavour to maintain a high standard of service, any faults, outages or performance issues originating with these upstream providers are outside our direct control. Accordingly, the service levels and remedies offered under this agreement may not apply where a disruption results from an upstream provider issue. In those cases the resolution times and commitments of the relevant upstream provider will apply, and we will escalate and manage communication on your behalf. For details of an upstream provider's own service levels, please contact us.

Office trading hours

Our Brisbane office trades 8:00 am – 5:00 pm, seven days a week, excluding public holidays. Office trading hours are separate from the after-hours fault support described above.